Attorney's Docket No. 07117.105017

In re Application of: Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; and Lisa Marie Foley

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: Managing the Selection of Performance Interventions in a Contact Center, the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I do not know and do not believe that the same was ever known or used by others in the United States of America before my or our invention thereof, or patented or described in any printed publication in any country before my or our invention thereof or more than one year prior to the date of this application. I further state that the invention was not in public use or on sale in the United States of America more than one year prior to the date of this application. I understand that I have a duty of candor and good faith toward the Patent and Trademark Office, and I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

Application No.	Country Filing Date	Priority C	Claimed Under 35 USC §119 (a)-(d)	
None		Yes	No	
I hereby claim the benef listed below:	it under Title 35, United State	es Code, § 119(e) of any Unit	ted States provisional application(s)	
None				
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)	
I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter disclosed and claimed in the present application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:				
Application Serial N	o. <u>Filing Date</u>	Status: patented	, pending, abandoned	
10/602,804	June 24, 20	03 Pending		
information and belief are believed to be true; and further that these statement were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patents issuing thereon. POWER OF ATTORNEY: The following are hereby appointed to prosecute this application and transact all business in the Patent and Trademark Office connected therewith: Sherry M. Knowles-33,052; W. Scott Petty-35,645; Clark G. Sullivan-36,942; Holmes J. Hawkins-38,913; Steven P. Wigmore-40,447; Charles E. Peeler-45,004; A. Shane Nichols-43,836; William O. Isaacs II-44,165; Robert T. Neufeld-48,394; Stephanie D. Adams-47,378; Hoang Vo-47,158; James M. Hannon-48,565; Charles E. Thorpe, Jr48,782; Natasha Horne Moffitt-53,340; Michael S. Pavento-42,985; Michael L. Wach-54,517; Madeline I. Johnston-36,174				
Send correspondence to:	King & Spalding LLP Customer No. 20786 191 Peachtree Street, N.E. Atlanta, Georgia 30303		ephone calls at (404) 572-4600 Michael L. Wach	
Full name of first invento	r: Rick Baggenstoss	Citiz	enship: United States of America	
Inventor's signature		Date	:	
Residence and Post Office	e Address: 2596 Midway Road	l, Decatur, GA 30030		

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Application No.	Country	Filing Date_	Priority Clair	ned Under 35 USC §119 (a)-(d)
None			Yes	No
I hereby claim the belisted below:	nefit under Ti	tle 35, United States Code,	§ 119(e) of any United S	States provisional application(s)
None	 		000 000 000	
(Application No.)	((Filing Date)	(Application No.)	(Filing Date)
insofar as the subject application in the man disclose material infor	matter disclos ner provided t mation as defi	ed and claimed in the prese by the first paragraph of Title	nt application is not disc e 35, United States Code leral Regulations, §1.56 v	application(s) listed below and, closed in the prior United States §112, I acknowledge the duty to which became available between this application:
Application Serial	l No.	Filing Date	Status: patented, pe	nding, abandoned
10/602,804		June 24, 2003	Pending	
the United States Code issuing thereon. POWER OF ATTORY the Patent and Trader Sullivan-36,942; Holm 43,836; William O. Is	NEY: The following the service of th	h willful false statements ma lowing are hereby appointed onnected therewith: Sherry s-38,913; Steven P. Wigmo ; Robert T. Neufeld-48,394 pe, Jr48,782; Natasha Hor	to prosecute this applicate M. Knowles-33,052; Wre-40,447; Charles E. Pe; Stephanie D. Adams-47 me Moffitt-53,340; Michael M.	tion and transact all business in 7. Scott Petty-35,645; Clark G. eler-45,004; A. Shane Nichols-2,378; Hoang Vo-47,158; James ael S. Pavento-42,985; Michael
Send correspondence t	Custom 191 Pea	a Spalding LLP her No. 20786 achtree Street, N.E., 45 th Flor h, Georgia 30303	•	Michael L. Wach
Full name of second in	ventor: John (C. C. McIlwaine	Citizensh	nip: United States of America
Inventor's signature	, , , , , ,		Date:	
Residence and Post Of	fice Address:	8575 High Hampton Chase,	Alpharetta, GA 30022	

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Application Serial	No.	Filing Date	Status: patented, r	pending, abandoned
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false statements and the United States Code issuing thereon. POWER OF ATTORN the Patent and Traden Sullivan-36,942; Holm 43,836; William O. Isa	NEY: The followers J. Hawkins acs II-44,165 harles E. Thor	e are punishable by fine or n willful false statements m owing are hereby appointe onnected therewith: Sher s-38,913; Steven P. Wigm g; Robert T. Neufeld-48,39 pe, Jr48,782; Natasha He	imprisonment, or both, any jeopardize the validity of to prosecute this application of M. Knowles-33,052; ore-40,447; Charles E. F4; Stephanie D. Adams-4	de with the knowledge that willful under Section 1001 of Title 18 of y of the application or any patents attion and transact all business in W. Scott Petty-35,645; Clark G. Peeler-45,004; A. Shane Nichols-47,378; Hoang Vo-47,158; James chael S. Pavento-42,985; Michael
Send correspondence to	Custom 191 Pea	Spalding LLP er No. 20786 ichtree Street, N.E., 45 th Fl Georgia 30303		hone calls at (404) 572-4600 Michael L. Wach
Full name of third inve			Citizen	ship: United States of America
Inventor's signature	- · · · · ·	,	Date:	
Residence and Post Of	fice Address	105 Winthrone Chase Dri	ve. Alpharetta GA 3000	4
Residence and Post Office Address: 1105 Winthrope Chase Drive, Alpharetta, GA 30004				

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Application No.	Country	Filing Date	Priority Claime	ed Under 35 USC §119 (a)-(d)
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None				
(Application No.)	•	(Filing Date)	(Application No.)	(Filing Date)
insofar as the subject n application in the mann disclose material inform	natter disclos er provided l nation as defi	sed and claimed in the pres by the first paragraph of Tit and in Title 37, Code of Fe	ent application is not disclose \$ 15. United States Code \$	pplication(s) listed below and, used in the prior United States 112, I acknowledge the duty to nich became available between is application:
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Send correspondence to	Custom 191 Pe	a Spalding LLP her No. 20786 achtree Street, N.E., 45 th Flo , Georgia 30303	•	ne calls at (404) 572-4600 fichael L. Wach
Full name of fourth inventor: Lisa Marie Foley		Citizenshi	o: United States of America	
Inventor's signature		Date:	_	
Residence and Post Offi	ce Address:	878 Peachtree Street, N.E.,	#409, Atlanta, GA 30309	